

Chuck E. FOCUS

May 20, 2005

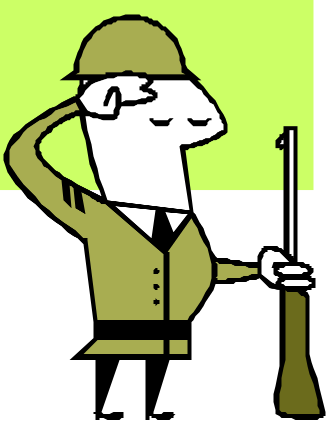


In the Spotlight
Pat Beaty...a favorite!

> "Press on. Nothing in the world can take the place of persistence. Talent will not: nothing is more common than unrewarded talent. Education alone will not: the world is full of educated failures. Persistence alone is omnipotent."
>
> *President Calvin Coolidge*

INSIDE THIS ISSUE:

Support Your Troops!





Making Magic

Make Magic Austin, TX #935

Northern Region ~ Mike Stevens District

Great Leadership From MGR ~ Freddie Callis

I would like to extend my warmest commendation of the employees at my local Chuck E. Cheese. One week ago, my car was broken into in the parking lot of Chuck E. Cheese in **Austin, TX** and my purse was stolen. I then had to remain at the restaurant for three hours, waiting for the police to fingerprint my vehicle. During that time, the manager and his staff showed us every possible consideration. They assisted me with contacting the police, obtained a description of the car, and even provided my three-year-old daughter with tokens and pizza while we waited. The manager, who identified himself to me as **"Freddy"** and all of the staff were so kind, sympathetic, and helpful. I feel very much indebted to them. I would like to find out the name of the owner of this particular location so I can let him know personally what wonderful people he has working for him. My daughter is still carrying the Chuck E. Cheese doll they gave her and she has no idea that it was anything less than a wonderful day. Please pass along my gratitude.

A Little More Magic...

Making Magic Costa Mesa, CA #421

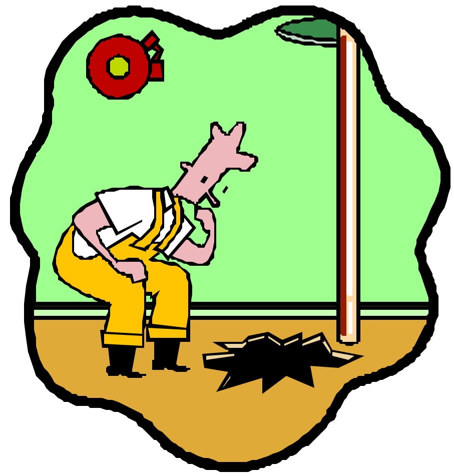
Southern Region ~ Tim Kerum's District

Great Leadership From GM ~ Ed Ruiz

We visited the Chuck E. Cheese in **Costa Mesa, CA** and it the was the most fun my sons and I have had in a long time. When we got there my kids were crying because they were afraid of Chuck E. but the person in the suit made them change their mind about the character. It was the best Chuck E. I've ever seen. His name is **Izzy**. I had the best service by this young man. He made my kids day and mine as well. I also loved the pizza, it was delicious! I'm planning to go back very soon! Thanks for the great time and this store deserves a hand!!



FROM WORKERS' COMP...



Effective 4/25/2005 all Workers Compensation (Employee Injury) Claims (excluding Canada, Ohio, Washington, & West Virginia) must be called into:

Xpresslink @ 1-877-232- 2524

This service is available 24/7/365 & has been implemented to help expedite the handling of WC Claims. Remember, management is required to report claims within 24 hours to Xpresslink. Any questions just call (972) 258-4259.

Every location should have received new "Kits" last week – please ensure all old materials are thrown away & that the new posters, forms, rolodex cards, etc. are in place immediately. Medical bills must be submitted to the appropriate Crawford office (refer to the kit for your designated location) NOT the Support Center. Please do not communicate with or mail items to SRS effective immediately. Remember the CEC WC department is available if you need assistance or have any questions – just call!

Thank You $1,000 Times Over!!



Jose Ramirez #108

You will receive $1,000 for your referral, Jason Corpuz in next week's mail!

Northern Region

Harlem, NY – Tech
Poughkeepsie, NY – Ast Mgr
Hicksville, NY – Tech
Orange, CT - Mgr
Meriden, CT – Mgr
Jensen Beach, FL – 2 Mgr
Melbourne, FL – 2 Mgrs, Tech
Mobile, AL – Mgr
Lakeland, FL – Tech
Harlem, NY – Mgr
Commack, NY – Mgr
West Islip, NY - Mgr
Brookfield, WI – Mgr
Appleton, WI – Mgr
Chase, WI – Mgr
Vancouver, BC – Mgr
Lowell, MA – Mgr
Portland, ME – Tech
Newington, CT – Mgr
N. Bergen, NJ - Tech
Middletown, NJ – Ast Mgr
Mays Landing, NJ – Mgr
North Wales, PA – Mgr
Scranton, PA – Mgr
Wayne, NJ – Mgr
Allentown, PA – Mgr
Reading, PA – Mgr
Waterbury, CT - Tech

Midwest Region

Rochester, MI – Tech
Vernon Hills, IL – Mgr
Crystal Lake, IL – Ast Mgr
Naperville, IL – Mgr
Skokie, IL – Mgr
St. Paul, MN – Mgr
Sioux City, IA – Tech
Grand Rapids, MI – Mgr
Mayfield Heights, OH – Ast Mgr
Niles, OH – Ast Mgr
Akron, OH – Ast Mgr

Western Region

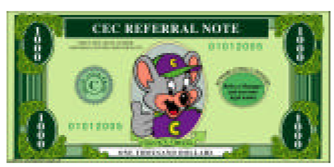
Mira Mesa, CA – Ast Mgr
El Centro, CA – Ast Mgr
Torrance, CA #358 – Mgr
Torrance, CA #465 – Mgr
San Bernardino, CA – Mgr
Anchorage, AK – Mgr
Kent, WA – Ast Mgr
Lakewood, CA – Mgr
Santa Maria, CA – Ast Mgr, Mgr, Tech
Foothill Ranch, CA – Ast Mgr
Citrus Heights, CA – Mgr
Roseville, CA – Ast Mgr, Mgr

Do You Want A Cool $1,000?

Check out the current management and technician opportunities!!

Do you know a Winner?

Call the Referral Hotline 972-258-5552



Southern Region

Dover, DE – Ast Mgr
Hagerstown, MD – Mgr
Largo, MD – Mgr
Glen Burnie, MD – Mgr
Jonesboro, GA – Tech

Special Thanks!!

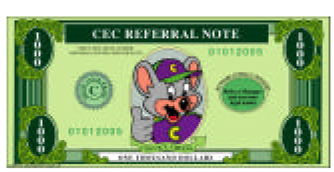
Monica Jackson #542

Thomas Klonis #539

Sean McGillicuddy #840

Brant Showmaker #762

Your names have been added to our quarterly drawing for $1,000!



FROM RISK MANAGEMENT...

Effective 4/25/2005 ALL GUEST INJURIES/INCIDENTS must be called into:

Xpresslink @ 1-877-232-2524

This service is available 24/7/365 & has been implemented to help expedite the handling of GUEST INJURIES/INCIDENTS. The Incident Report should no longer be faxed. Remember, management is required to report *all* INJURIES/INCIDENTS to Xpresslink. Any questions, call (972) 258-5522.

NOTE: Property damage, theft, burglary & robbery claims must still be reported directly to Marlon Barton at 972-258-4253. (If an emergency after hours occurs, call Marlon at 682-465-3815 or Ana Berry at 214-334-3343.)

Every location should have received new "Kits" – please ensure all old materials are thrown away & that the new posters, forms, rolodex cards, etc. are in place immediately. Remember the CEC RISK Department is available if you need assistance or have any questions – just call!

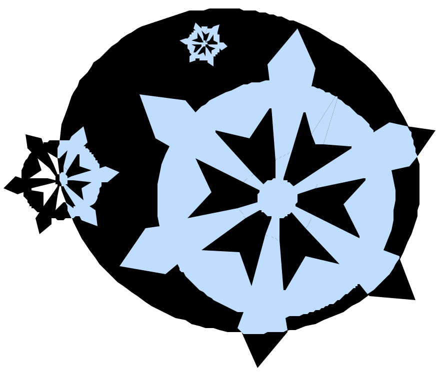


TOP 10 SALES VOLUME — **WEEK 19** — **TOP 10 SALES INCREASE**

Rank	Loc #	Location	Sales Volume	Rank	Loc #	Location	% Increase
1.	446	Bell, CA……………………………………	$80,825	1.	559	Cleveland, OH……………….	89.8%
2.	418	Sun Valley, CA……..……………………..	$63,880	2.	424	Hialeah, FL……………….….	69.1%
3.	523	Bronx, NY……..…………………………	$62,884	3.	888	Towne South, OK…………….	63.4%
4.	522	Brooklyn, NY…………………….……...	$57,626	4.	690	Jensen Bch, FL……..…………	62.3%
5.	465	Torrance, CA……..………..………..….	$56,653	5.	959	Boise, ID……….……………...	56.8%
6.	513	Queens, NY…….……………………….	$56,372	6.	852	E. El Paso, TX…..……………..	55.6%
7.	109	Burbank, CA………………………….	$53,770	7.	685	Darien, IL……..………………..	55.1%
8.	377	Lynwood, CA…………….……………	$53,496	8.	438	Kendall, FL……..……………..	54.9%
9.	453	Ventura, CA…….………………….........	$50,877	9.	796	W. St. Paul, MN……...…..…….	51.3%
10.	438	Kendall, FL…..…..……………………	$50,593	10.	686	Villa Park, IL....……………….	49.8%

A question from The Toy Box...

What's the weather forecast for the next couple of weeks?



For a few stores, it's SNOW!!

Yes! We are cleaning house, and there is just a small amount of White Flossugar in some of the McLane Centers.

If your McLane Center still has "Snow", expect ONE case to be automatically added to your next McLane order.

Please DO use any remaining "Snow" in your stores ASAP!

Protect Your Walls By Facilities

Please, please keep mopping your floors! Word of caution though; be careful not to splash mop water above the cove base in your kitchen and restrooms.

The water can get behind the FRP and cove base and will rot out the wall over time. If the grout has eroded away from between your tiles, the water will also travel under the tiles to the walls and "wick" up the drywall. Over time the wall gets soft, the FRP bubbles, the cove base falls off and it can eventually rot out the studs in the wall.

Again, just be careful when mopping your floors to not get water above the cove base! If you have any questions on Facilities issues please call us at 972-258-5643.

Have a great week!



Tech Support Tips



Auxiliary Access Doors for the Soft Play Sky Tubes

It's very important to check the Auxiliary Access doors daily, or after each use, to make sure they are securely closed and the safety pin is installed.

The doors should only be opened to test the audible alarm attached to each door and for emergency use only.

The Auxiliary Access Door is not to be opened or used for routine maintenance or cleaning.

Should you have any questions, please contact your Regional Technicians or SPT Technical Support department at (785) 862-6002.

I.C.E. Kiddie Coaster ride

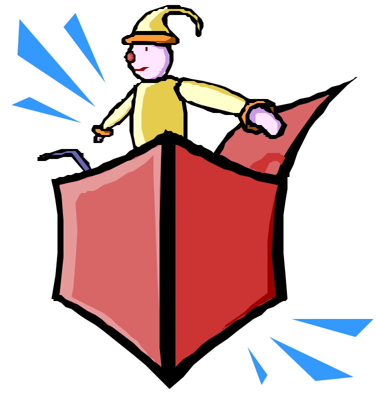
Each location that has a Kiddie Coaster ride should be receiving a black bracket from I.C.E. The bracket is at no cost to your location and has instructions on how to install the bracket. It is very important that the bracket is installed as quickly as possible. If you have any questions regarding the installation of the new bracket please contact I.C.E. at (716) 759-0360.

"Super Message from Entertainment"



For use in Super Chuck Summer you will be receiving a Super Cape & Mask for your Chuck E Walk Around. Due to the limited supply on hand, we urge you to take good care of this 'super' costume. Only a few re-orders will be filled…and these things aren't cheap! (You could pay up to $40 dollars to replace them!) If something does happen, and you do need a replacement, please contact Dalia Perez at the Support Center (972-258-3056). Thanks!

Breaking news from The Toy Box!!!



It's new! It's Dennis Foland!

It's new! It's Dennis Foland!

What's going on?

We need order! We need to plan ahead! We need a system!

What does Dennis Foland have to do with this?

CEC has grown to 500 locations – and more are on the way! The increased store quantity means MORE orders for DFI - and about 80% of our stores place DFI orders on Mondays and Tuesdays. So - it is sometimes not possible for DFI to get ALL these orders out the door on the same day. However…DFI wishes to provide excellent service – and CEC wishes to receive excellent service.

So…what's the remedy?

We are adopting a new system: Assigned Dennis Foland SHIP Days!

The new Shipping Schedule will begin on June 6th.

Please note that your store could be assigned to a ship day that is a couple of days later than usual. To avoid any product shortages, act now and bump up your prize/merch inventory by an additional ½ weeks' supply.

Look for all the details in your next Support Center Mail!



4441 W. Airport Frwy.
Irving, TX 75062

Phone: 972-258-8507

Chuck E. Cheese's

Where a kid can be a kid!

www.chuckecheese.com

Compliments

Weekending May 15, 2005



Midwest Region:

694,342 & 793

Western Region:

421

Southern Region:

667 & 3-771

Northern Region:

476,718,560 & 539

From Tech Support…

By now each of you should have received the information below on installation of the Velcro Strips. If you have any questions concerning the direction given please contact the Technical Support department at (785) 862-6002.

Beverage Dispenser Lid Modification Instructions

Step 1: Lift beverage dispenser lid.



Step 2: Apply velcro strip to one side of beverage dispenser as shown in picture. Allow velcro strip to dry for approximately 5-10 minutes before opening and closing lid. Repeat process on second dispenser.

NOTE: Only one piece of velcro per dispenser.



If you have any questions on installing the velcro, please call Technical Support at 785-862-6002.

To re-order velcro, contact SPT Parts at 785-862-6005. (Coca-Cola Velcro Part Number VCM-0001)

GUEST BUSTERS GUEST BUSTERS GUEST BUSTERS

Complaints

Weekending May 15, 2005

Midwest Region:

794,345 & 304

Western Region:

710

Southern Region:

613,117,56,628 & 374

Northern Region:

843,521,525,526,522,840 & 844

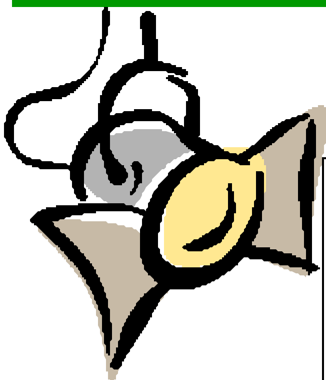
Chuck E. FOCUS

May 27, 2005

INSIDE THIS ISSUE:

Have a Safe & Happy Memorial Day!





In the Spotlight Deborah Reynolds!

I have raised three intelligent children (who are now young adults) by making sure they start every day remembering the following:

Put both feet on the floor every day with the knowledge that 8 out of every 10 people are stupid. Think about it.... If you don't have overtly high expectations from someone incapable of producing, it does make for a much less stressful day.

Deborah Reynolds



Making Magic

Make Magic Gurnee, IL #694

Midwest Region ~ Sherrie Erickson's District

Great Leadership From GM ~ Jackie Baldwin

My family went for our son's 7th birthday at the Chuck E. Cheese in **Gurnee, IL**. I have been to your restaurants before and have usually had just an adequate experience. But, being in the restaurant industry, I wanted to tell you that this was THE BEST experience I have ever had. I thought I was the only manager in the business who would walk around and talk to tables. On this day I was proven wrong. The manager (big guy), unfortunately I can't remember his name but he was all over his restaurant. Checking on his guests, employees and the overall operation. We were there about 6pm. The African American guy at the door was VERY nice to my 3 kids. The food was done quickly and for the first time actually hot. And they even made sure that even though we were all up and down from the table, we sat down for Chuck E. to sing happy birthday. The restaurant was also very clean. Once again, being in the business, I am pretty picky (ask my wife) haha! Anyway, I just wanted to commend the gentleman and his staff.

A Little More Magic...

Making Magic Mobile, AL #560

Northern Region ~ Hamid Javidan's District

Great Leadership From GM ~ Marlon Mark

My son Harry wanted his birthday at the local Chuck E. Cheese in **Mobile, AL**. I then got information from a boy that I had taught that works there. **Kyle** then came back the next day and had a pamphlet with all the information. I then proceeded to book the party. The week before I saw **Kyle** in the hall and asked him a few questions about the party and what I wanted, he then told me that he was planning on doing my party. I didn't think about it t the time but prom was the night before my sons party so I didn't know if **Kyle** would be tired or what. I showed up to the party and **Kyle** had already got the party favors out and he was wide awake and ready to make Harry's party a success. He was very polite to my guests showing them where our table was and asking them if they wanted anything to drink. He was quick with the tokens as well as the drinks. I noticed that **Kyle** was also running around in the game room fixing games as well as doing my party. I was very impressed. Harry cannot stop talking about his party Chuck e cheese as well as **Kyle** made Harry's birthday one he will NEVER forget.



It Bears Repeating...

By Facilities



Please do not use any type of scrub brush on the awnings! Even a brush wrapped in a towel should not be used as the bristles can come through the towel and shred the protective coating on the awnings.

Use mild liquid soap and water applied with a soft cloth or sponge.

Clean awning from the top down.

DO NOT use a wire brush or one with stiff bristles, or scrub the surface with force.

Rinse thoroughly.

If the awning has deep down dirt on it that will not come off with soap and water, you can use "Simple Green" using a soft cloth.

Please contact the Facilities Department at 972/258-5643 if you have any questions or concerns. Thank you!

Kool-Aid On-Pack Promotion

To help drive your top-line sales this summer, we are participating in an on-pack promotion with Kool-Aid. Look for specially marked packages in your local retailer with the following offers:

Bursts: See picture for details

Large one-topping pizza for $9.99

10 free tokens – (Offer limited to a maximum of 3 coupons per person per visit)

The 10 free token promotion will be advertised on the back of our cash register tapes one case of which will be shipping regular ground on June 7 to your store. Please start using as soon as you receive and continue until your supply runs out. You will be charged $71.76 for this case of tapes.

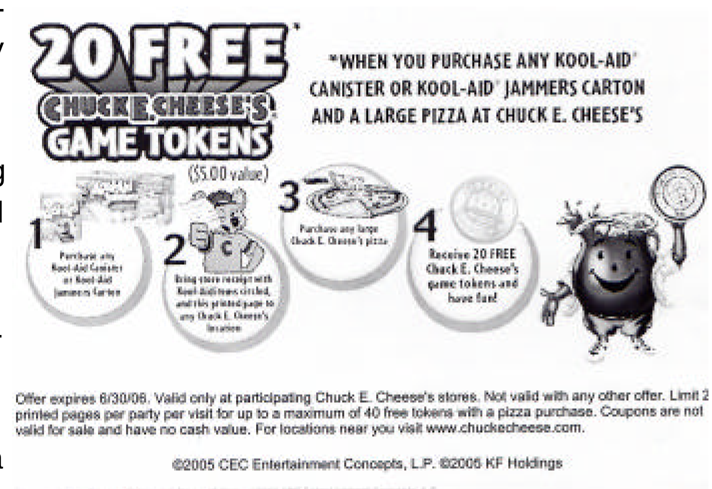
Jammers & Canisters: See picture for details

Purchase any Kool-Aid Canister or Kool-Aid Jammers carton and receive 20 free tokens with any large pizza purchase (limit 2 printed pages per party per visit for up to a maximum of 40 free tokens with a pizza purchase) – guest must bring store receipt with Kool-Aid items circled and printed page from chuckecheese.com.

Please confirm that these offers are programmed into your register.

If you have any questions please contact Brenda Holloway at 972/258-4222.







Update From Mike Johnson...



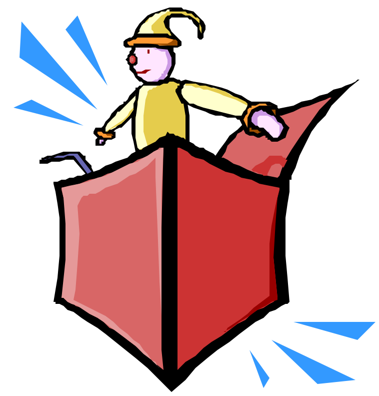
In an effort to further reduce beverage costs, we have recently entered into a new agreement with our bulk CO2 Company, NUCO2, to be the exclusive supplier of CO2 for all of our Chuck E Cheese locations. NUCO2 is the nation's largest supplier of CO2 for restaurants and has serviced over 250 of our locations for about 6 years. NUCO2 is currently requesting contract information for all other CO2 vendors. With this information, we will cancel any existing contracts when they expire. No action is necessary on the CEC Manager's part except to make sure that when the transition takes place, you get a receipt for all equipment that your current CO2 vendor picks up. Also, this change will have no effect on any other services or products that your current CO2 vendor is supplying such as helium.



TOP 10 SALES VOLUME **WEEK 20** **TOP 10 SALES INCREASE**

Rank	Loc #	Location	Sales Volume	Rank	Loc #	Location	% Increase
1.	446	Bell, CA…………………………………	$72,495	1.	496	Patchogue, NY……………….	79.8%
2.	523	Bronx, NY……..…....……….…………..	$64,202	2.	651	Meriden, CT……………...….	60.3%
3.	418	Sun Valley, CA.………………………	$61,821	3.	525	East Hanover, NJ…....…………	50.8%
4.	465	Torrance, CA…………………….……...	$61,628	4.	684	NO Cypress, LA…..…………	47.9%
5.	433	Pembroke Pines, FL…….…………...…	$60,033	5.	470	Newington, CT………………..	43.1%
6.	716	NO Vets, LA………..………………….	$58,884	6.	965	York, PA……..…..…………..	43.0%
7.	522	Brooklyn, NY………………………….	$58,472	7.	306	Kent, WA..……...……………..	36.8%
8.	513	Queens, NY……………..……………	$56,650	8.	751	N. Darmouth, MA……………..	36.6%
9.	410	Arden Way, CA….………………….........	$52,416	9.	433	Pembroke Pines, FL...…..…….	36.2%
10.	117	Kennesaw, GA...…...……………………	$51,733	10.	716	NO Vets, LA………..…………	35.0%

Breaking news from The Toy Box!!!



It's new! It's Dennis Foland!

It's new! It's Dennis Foland!

What's going on?

We need order! We need to plan ahead! We need a system!

What does Dennis Foland have to do with this?

CEC has grown to 500 locations – and more are on the way! The increased store quantity means MORE orders for DFI - and about 80% of our stores place DFI orders on Mondays and Tuesdays. So - it is sometimes not possible for DFI to get ALL these orders out the door on the same day. However…DFI wishes to provide excellent service – and CEC wishes to receive excellent service.

So…what's the remedy?

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The new Shipping Schedule will begin on June 6th.

Please note that your store could be assigned to a ship day that is a couple of days later than usual. To avoid any product shortages, act now and bump up your prize/merch inventory by an additional ½ weeks' supply.

Look for all the details in your next Support Center Mail Today!

Tech Support Tips



Replacement Hard Drives

The SPT Technical Support Department now carries the following replacement hard drives at a greatly reduced cost of only $65.00.

San Francisco Rush the Rock (Atari)

San Francisco Rush Extreme (Atari)

Slide It Computer (Global VR)

Chatty CEC - 623 Mother board (Coastal Amusements)

Coloring Book R06 586 Mother board (Coastal Amusements)

California Speed (Atari)

Artic Thunder (Atari) 40Gig Disk Version 1.002

Coloring Book R06 586 Mother board (Coastal Amusements)

Racing Jam (Konami)

Studio C Computer (Show)

Please call the SPT Technical Support Department at 785 862 6002, should you need any one of these hard drives. As our selection of available hard drives grows another memo will be issued.

Northern Region

N. Edmonton, ALB – Mgr

Newington, CT – Tech, Mgr

Portland, ME – Tech

Lowell, MA – Mgr

N. Bergen, NJ – Tech

Middletown, NJ – Ast Mgr

W. Long Branch, NJ – Cl. Coord

Scranton, PA – Mgr

North Wales, PA – Mgr

Allentown, PA – Mgr

Brookfield, WI – Mgr

Appleton, WI – Mgr

Chase, WI – Mgr

Melbourne, FL – 2 Mgr, Tech

Jensen Beach, FL – Mgr, Ast Mgr

Harlem, NY – Mgr

W. Islip, NY – Mgr

Pensacola, FL – Mgr

Lakeland, FL – Tech

Mobile, AL – Mgr

W. Orlando, FL - Mgr

Hicksville, NY – Tech

Harlem, NY – Tech

Poughkeepsie, NY – Ast Mgr

Orange, CT – Mgr

Springfield, MA – Mgr

Meriden, CT – Mgr

Vancouver, ONT - Mgr

Midwest Region

Rochester, MI – Tech

Vernon Hills, IL – Mgr

Crystal Lake, IL – Ast Mgr

Naperville, IL – Mgr

Skokie, IL – Mgr

St. Paul, MN – Mgr

Sioux City, IA – Tech

Grand Rapids, MI – Mgr

Western Region

Mira Mesa, CA – Ast Mgr

El Centro, CA – Ast Mgr

Torrance, CA #358 – Mgr

Torrance, CA #465 – Mgr

San Bernardino, CA – Mgr

Anchorage, AK – Mgr

Kent, WA – Ast Mgr

Lakewood, CA – Mgr

Southern Region

Dover, DE – Ast Mgr

Hagerstown, MD – Mgr

Largo, MD – Mgr

Glen Burnie, MD – Mgr

Jonesboro, GA – Tech

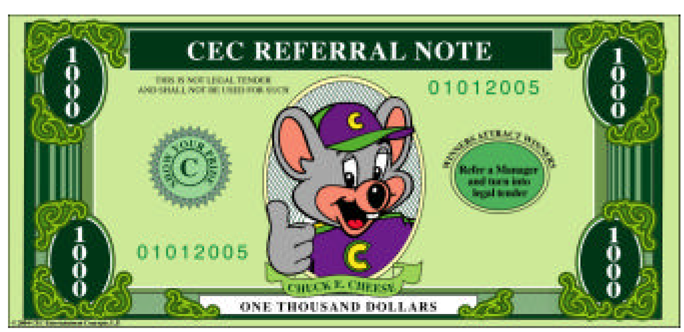
Columbus, GA - Tech

Do You Want A Cool $1,000?

Check out these current management and technician opportunities!!

Do you know a Winner?

Call the Referral Hotline 972-258-5552



4441 W. Airport Frwy.
Irving, TX 75062

Phone: 972-258-8507

Chuck E. Cheese's

Where a kid can be a kid!

www.chuckecheese.com



New United HealthCare Directories!!!

United HealthCare Spring Directories will be shipped to each location within the next few weeks. Please do not throw these away. Keep one at the location and hand out the rest to the employees enrolled in the Medical Plan.

Compliments

Weekending May 22, 2005



Midwest Region:

745,946 & 829

Western Region:

0 ~ Better Luck Next Week!

Southern Region:

936,667 & 87

Northern Region:

603 & 471

Complaints

Weekending May 22, 2005

Midwest Region:

960,958,713,743,547,303 & 734

Western Region:

446,558,415 & 928

Southern Region:

98,121,636,403 & 50

Northern Region:

842,690,719,65,430,510,2-501 & 844

CHUCK E. FOCUS - MAY 2005 ISSUES

(TWO ISSUES - 5/20/05, 5/27/05)

Date of Origin: 2005
Archived: 5-28-12
Submission by Steve
Version 1.0